

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re application of: Bryce A. Jones                          Confirmation No.: 1039  
Application No.: 09/477,991                          Group No.: 2457  
Filed: January 5, 2000                                  Examiner: Barbara N. Burgess  
For:   METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB  
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**Mail Stop: Amendment**  
**Commissioner for Patents**  
**P. O. Box 1450**  
**Alexandria, VA 22313-1450**

**RESPONSE TO OFFICE ACTION**

In response to the Office action dated March 30, 2011 (hereinafter "Office action"), please enter the present response and consider the following remarks.